



April 14, 2006

RE: RFP DGS-2053 **ADDENDUM #28**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

SECTION 1

1.7, page 15. Added Key Action Date as new Key Action Date # 20 pertaining to Last Day to Submit Questions, which caused a renumbering of remaining Key Action Dates.

SECTION 4

TOC, page i-ii. Replaced in their entirety due to below Section 4 changes.

4.1, page 1. Replaced all occurrences of DTS/ONS with DTS/STND.

4.4.3, page 6. Replaced all occurrences of DTS/ONS with DTS/STND.

4.4.4, page 7. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.1, #8, page 8. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.1, #10, page 9. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.2.1, #3, 4, 6, 7, page 10. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.2.2, #3, page 10-a. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.2.3, #3, page 10-a. Replaced all occurrences of DTS/ONS with DTS/STND.



4.5.3, page 11. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.5.2.4, page 17. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.6.1, page 17. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.6.2, page 18. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.6.3, page 18. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.8, page 21. Replaced all occurrences of DTS/ONS with DTS/STND.

4.5.9.2, page 23. Deleted the term “core” from the 3rd bullet and replaced all occurrences of DTS/ONS with DTS/STND.

4.5.9.3, page 24. Replaced all occurrences of DTS/ONS with DTS/STND.

Table 4A, pages 26. Deleted the term “core” from the last row in the Deficiency column on page 26.

Table 4A, pages 26-27. Changed “v\$250” and “v\$1,000” on pages 26 and 27 to read “Up to \$250” and “Up to \$1,000” respectively.

SECTION 6.1

TOC, page iii and iv. Page iii modified to add Table 6.1.11.2.3.b at bottom, which pushed Catastrophic Outage 1 to page iv.

Table 6.1.3.3a, page 68. Removed rows containing reference to fiber optic connection OC1.

Table 6.1.3.3a, page 69. Removed rows containing reference to fiber optic connection OC1.



Table 6.1.3.3a, page 70. Removed rows containing reference to fiber optic connection OC1.

Table 6.1.3.3a, page 71. Removed rows containing reference to fiber optic connection OC1.

Table 6.1.3.3a, page 72. Removed rows containing reference to fiber optic connection OC1.

6.1.3.7.4, page 89. Deleted 5th paragraph regarding Customer Premise Equipment.

Table 6.1.11.2.3, page 164. Added “.a” to the table numbering; deleted references to DSL, VPN, and ISDN-BRI in column 1 and BRI ISDN Tier 1 and 2 objectives in column 2.

Table 6.1.11.2.3, page 165. Deleted “N/A” at bottom of column 2.

Table 6.1.11.2.3.b, page 165-a. Added Table 6.1.11.2.3.b.

Table 6.1.11.2.5, page 168. Added “in a central office” in column 2 under the Definition heading.

Table 6.1.11.2.9, page 176. Deleted reference to ISDN-BRI in column 1.

Table 6.1.11.2.14, page 186. Deleted ISDN-BRI entry in first column and BRI ISDN objectives in second column under the “Objectives” heading.

Table 6.1.11.2.15, page 188. Modified objectives from “25 to 50” to “26 to 50”, and from “50 or greater” to “51 or greater”.

Table 6.1.11.4, page 198. Replaced “derived by averaging the” to “the” in the second row, 2nd column.

6.1.12.2.1, page 203. Replaced the bulleted item “Service address” with “Service address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)”.

6.1.12.2.2, page 204. Replaced the bulleted item “Date” with “Report period”.



6.1.12.2.3, page 205. Replaced the bulleted item “Date” with “Report period”, and replaced the bulleted item “Service address” with “Service address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)”.

6.1.12.2.5, page 208. Modified the 4th, 5th, 8th, 14th, and 15th bulleted items and deleted the 16th bulleted item “Telephone number(s)”.

6.1.12.2.7, page 210. Replaced the bulleted item “Date” with “Report period” and changed “Service Location” in the 7th bulleted item to “Service Address”.

6.1.13.8.1, page 221. Modified text to change “location” to “Service address” in the 5th line, and to replace the parenthetical entry following “location”.

6.1.13.8.2, page 222. Replaced the term “Customer’s service order” with the term “Customer’s STD 20 or Purchase Order Number”.

SECTION 6.2

Table 6.2.5.a , page 9. Modified “Variable Length Preamble” in column one to read “Variable Length Preamble (0-30 seconds)”, and added a new row for Variable Length Preamble (greater than 30 seconds).

SECTION 6.3

TOC, page v. Corrected page number references, which were off by one.

6.3.2.3.7, page 16. Deleted 2nd and 3rd bulleted items and modified the sentence by merging in the first bulleted item.

6.3.4.2.7, page 55. Deleted 2nd and 3rd bulleted items and modified the sentence by merging in the first bulleted item.

SECTION 7-A

Worksheet 6.1.3.3.a. Deleted rows containing OC1 Tier 1 and OC1 Tier 2 – original rows 1, 2, 11, 12, 21, 22, 43, and 44. All rows renumbered due to this deletion.

Summary Worksheet. deleted table 6.1.3.8.a from summary cost table. This was in Excel row 34.



SECTION 7-B

Table 6.2.5.a. Modified “Variable Length Preamble” in column B to read “Variable Length Preamble (0-30 seconds)”, and added a new row for Variable Length Preamble (greater than 30 seconds).

SECTION 7-C

Worksheet 6.3.4.1.a. Modified quantities in column E.

Worksheet 6.3.4.3.a. Modified quantities in columns E, I, L.

Worksheet 6.3.4.5.a. Modified quantities in columns E, I, L.

GENERAL NOTE

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

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Section 1

<u>ACTION</u>	<u>DATE/TIME</u>
16. Submission of Detailed Technical Proposals	January 17, 2006
17. Submission of Proposed Changes to Addendum 18A Contract Language	March 1, 2006
18. Last day for State Response to Addendum 18A Contract Language Change Requests	March 22, 2006
19. Confidential Discussions regarding Detailed Technical Proposals	February 14, 2006 – March 6, 2006
20. Submission of Draft Proposals	April 3, 2006
19. Confidential Discussions regarding Draft Proposals	May 1-19, 2006
20. Last Day to Submit Questions	May 22, 2006
21. Submission of Final Proposals (by 5:00 PM) ¹	June 19, 2006
22. Demonstration (if required) ²	July 17, 2006 – August 11, 2006
23. Public Cost Opening ²	August 18, 2006
24. Notification of Intent to Award (Subject to 6611 negotiations) ^{2,3}	September 15, 2006
25. Last Day to Protest Selection ²	September 22, 2006
26. Contract Award and Execution ²	October 5, 2006

¹ Bidders are strongly encouraged to review the Bidder's final proposal checklist; Exhibit 1-B, prior to submitting final proposals.

² These dates are subject to change dependent upon the length of time necessary for the State to complete the evaluation process (and negotiations if initiated by DGS). Bidders will be notified via e-mail of any changes.

³ DGS reserves the right, in its sole discretion, to engage in negotiations pursuant to Public Contract Code Section 6611 and the guidelines and procedures adopted in accordance therewith including, but not limited to, Administrative Order 05-01 (issued February 7, 2005) or any amendments or replacements thereto.

Section 4

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SECTION 4

PROPOSED ENVIRONMENTS

4.1 PURPOSE

This Section provides interested parties an overview of the proposed telecommunications environment envisioned by the Department of Technology Services, Office of Network Services (DTS/STND). The Department's authority and responsibility for ensuring that cost effective and efficient telecommunications services are available for use by state and local government, and the general approach for this RFP are addressed for reference in Section 1, Introduction, and Section 3, Current Environment. This section is intended to communicate proposed service enhancements and changes in contract management and oversight requirements not identified in Section 3.

4.2 STATE VISION

In 1998, with award of the CALNET I Services Contract, the Department of General Services (DGS) initiated the first phase of a State strategy to establish a new telecommunications model for the State of California. This model was designed to replace an environment of heterogeneous, State owned networks with an integrated, flexible, and efficient statewide multifunctional service relying to the greatest extent feasible on contractor-owned and provided infrastructure. The experience gained from the CALNET I Contract has validated the State's strategic direction. The State's vision is:

- Owning and operating wide area networks (WANs) are neither core competencies nor core responsibilities of the State; thus, the State's telecommunications network(s) will continue to be procured from, and operated by, private contractor(s) under the oversight of DTS/STND.
- For a consolidated, flexible, responsive, secure, survivable, efficient and cost-effective telecommunications infrastructure that provides seamless end-to-end interoperability for voice, data and video services, whether separately or as part of a Converged Service. See Section 4.4 for a description of the Modules solicited in this RFP.
- Where feasible, multiple contractors should provide increased diversity and competition that would lead to lower prices, more customer choices, and the capability to obtain and rapidly deploy new technologies. (This may include other contracts for services outside of CALNET II.)
- State acquisition processes and requirements should allow for flexibility, and for refreshing competitively bid services or adding technology enhancements to services through the life of the Contract. (Refer to the Model Contract(s) in Appendix B, Section 68).

- Converged Services – IP Communication Applications – Other Services: The Contractor shall provide additional IP based applications such as Managed IP Video Conferencing and Unified Messaging Services.

These features/services may be purchased per documented Customer business needs and with DTS/STND approval.

Module 3 Bidders shall respond to the following:

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.4.4 Module 4 – Broadband Fixed Wireless Access (BFWA) Services (M-O)

This Module provides an alternative to some of the data services named in Modules 1 and 3 via a fixed wireless environment. The purpose of this Module is to provide an alternative to traditional wireline local loop services (last mile access) and wire services through a variety of wireless technologies provided in conjunction with wired data services to form wireless-to-wired and wireless-to-wireless end-to-end solutions.

The data service will be evaluated and awarded as the delivery of either 100k or 200k line rates for each channel service. Therefore, the State is not dictating the method of delivery or technology that makes up this service. Also, many types of wireless technologies may be used separately or in combination to augment geographic coverage or bandwidth. There are specific minimum geographic coverage requirements detailed in Section 6 as well as evaluation points awarded in Section 9 to Bidders based on their existing coverage upon RFP submittal. However, there are no minimum guarantees and it is impossible for the State to predict the usage of BFWA service.

The State also plans on conducting an analysis to determine the quality and reliability of the proposed BFWA solution and the associated data network. Some of the requirements shall include an open standards based network interface, 98.5% availability of the BFWA Segment, BFWA transmission distance of not less than 1 mile, and Wireless Channel line average throughput not less than 100Kbps.

These services shall be available to satisfy documented Customer business needs and shall only be provided with DTS/STND approval.

Module 4 Bidders shall respond to the following:

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.4.5 Transition/Implementation (M)

The Transition of Core Services (Module 1, RFP Section 6.1) and the Long Distance Services for Voice (Module 2, RFP Section 6.2) will be implemented immediately following Contract award(s) to replace the services provided under the CALNET I Contract. Implementation of Internet Protocol Services (Module 3, RFP Section 6.3) and of the Broadband Fixed Wireless Access (Module 4, RFP Section 6.4) will be negotiated with Customers when their business needs dictate following approval by DTS/STND of a written request submitted by the Customer.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5 PROPOSED STATE ENVIRONMENT (M-O)

4.5.1 Major Objectives

Listed below are the major objectives the State wishes to achieve through competitively bid statewide Contracts:

1. Obtain cost effective, reliable, and secure telecommunications products and services for State and local government Agencies as provided for by the State vision, strategies and policies.
2. Consolidation of the State's telecommunications buying power through standard statewide pricing. Contractors shall be required to offer baseline pricing in their Proposal for all offered services for all Customers.
3. A non-exclusive Contract model with a single prime Contractor for each of the four Modules described in Section 4.4 and in Section 6, where the Contractor will be given the opportunity within the Contract terms to provide reduced service pricing consistent with State policy (Management Memo 04-08 or its updated versions) before the State exercises its option to obtain services from alternative vendors. (See Section 4.5.2 regarding individual pricing requirements.)
4. No cost to existing Customers to Transition to replacement services in Module 1 and Module 2; Contractors must plan and communicate how this Transition would be accomplished in the least disruptive way.
5. Establish Contract amendment criteria and processes to enable the Contract(s) to be modified expeditiously to add enhanced services and features, reduce rates, or change other terms and conditions.
6. Establish business practices with the Contractor(s) to manage, deploy and implement services and sophisticated network monitoring capabilities, applicable reports and Customer training.
7. Ongoing and periodic in-depth reviews of service maintenance and provisioning strategies in the best interest of the Customer, including the ability to manage, track and report on large projects, and to make adjustments in Contractor(s) pricing.
8. Assessment of options for failure to meet Contract terms and conditions, and other designated rights and remedies for the State, with the ability to discontinue or substitute services as determined by DTS/STND, with advisory input from Customers and Contractor.
9. Continued support of Federal Universal Service Fund programs that assist qualified schools and libraries in obtaining cost effective telecommunications services.
10. Billing invoice systems used by the Contractor and/or Affiliates and subcontractors will be of the same invoice format and detail, and non-contract service items will be

- indicated with unique identifiers. Any request by Customers for special invoice requirements will be pre-approved by DTS/STND.
11. Confirmation and demonstration through Bidder response that the Bidder will comply with Appendix B, Model Contract Language, Section 60, regarding application of all service taxes, fees, surcharges, and surcredits.
 12. Each Contractor will accept full responsibility to perform as the statewide Single Point of Contact for all Contract requirements for their respective Module, including service design, ordering, provisioning, maintenance, training, trouble reporting, and invoicing. This responsibility includes the conduct of each Contractor, their Affiliates or subcontractors, in complying with the terms and conditions of the Contract. Each Contractor will comply with the State's vision for an effective Contractor/State business relationship based on the services and business principles defined in this RFP.
 13. Each Contractor, their Affiliates or subcontractors, as an integral part of the business relationship envisioned by the State in the RFP, are expected to provide consultative business assistance to Agencies in the planning, selection, application, and cost effective use of Contract Services at no additional cost.
 14. Each Contractor will commit that corporate staff and resources commensurate with the size and complexities of the Contract will be assigned to support services throughout the Term of the Contract.
 15. Each Contractor will inform the State in writing and make available any agreements with Affiliates or subcontractors that impact the performance of the Contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.2 Individual Pricing Scenarios

In addition to the statewide pricing provisions set forth above and consistent with State policy (Management Memo 04-08 or its updated versions), Appendix B, Model Contract Language, Section 57, and Section 70, Contractor may offer:

- Individual Case Basis Pricing (ICB) - see Appendix B, Model Contract Language, Section 71 for a discussion of ICB pricing and provisions.
- Individual Price Reductions (IPR) - see Appendix B, Model Contract Language, Section 72, and RFP Sections 4.5.2.1, 4.5.2.2, and 4.5.2.3 for a discussion of IPR pricing and provisions.

4.5.2.1 General IPR Provisions

The following provisions apply to all IPRs:

1. Contractor may enter into price negotiations with Agencies. These price negotiations allow Contractor to reduce prices: a) on one or more Services; b) for one or more Customers at a time; and/or c) by geographic area or location(s).
2. IPRs shall be for reduced Service pricing only. All other Contract terms and conditions, including Service Level Agreements, will remain unchanged.
3. DTS/STND has final approval or disapproval authority for all IPRs. An IPR shall not be implemented until approved in writing by DTS/STND. An IPR becomes effective on the date that it is approved by DTS/STND, unless otherwise noted in the IPR Notification (IPRN) document.
4. Within ten (10) business days of an Agency's concurrence to an IPR, the Contractor shall submit the IPR on an IPRN document to the DTS/STND for written approval.
5. No additional service taxes, fees, surcharges or surcredits will be allowed except as per RFP Section 5.5.2 and Appendix B, Model Contract Language, Section 60.
6. Once an IPRN is approved by DTS/STND, Contractor shall not cancel, or increase pricing for, any Service listed in the IPRN.
7. The Contractor shall post the IPR Service rate(s) on a DTS/STND designated website within ten (10) business days of the IPRN's approval. DTS/STND shall, at its sole discretion, determine and inform Contractor of the specific information to be posted.
8. All IPRs shall be subject to examination and audit pursuant to Appendix B, Model Contract Language, Section 33.

9. The IPRN and information regarding the approved IPR Service rate(s) shall be subject to the California Public Records Act.
10. Implementation of an approved IPR does not require reduction of statewide rate(s) for Service(s) subject to the IPR, pursuant to Appendix B, Model Contract Language, Section 70. However, if statewide rate(s) are reduced below the IPR rate(s) for such Service(s), the reduced statewide rate(s) shall automatically apply to the IPR.

4.5.2.2 Contract Duration IPRs

The following provisions apply to Contract Duration IPRs:

1. The Contractor shall be allowed to reduce one or more statewide Service prices for an Agency for the duration of the Contract. Refer to Appendix B, Model Contract Language, Section 72.
2. Customer may cancel any or all Services subject to the Contract Duration IPR without penalty.
3. The Contract Duration IPR Service rate(s) shall continue in effect from the date of IPRN approval by DTS/STND through the remainder of the term of the Contract unless terminated earlier by Customer or DTS/STND in accordance with the terms and conditions of the Contract, or if RFP Section 4.5.2.1 (10) applies.

4.5.2.3 Limited Duration IPRs

Limited Duration IPRs are only available for Module 1 and Module 2 Services. The following provisions apply to Limited Duration IPRs:

1. When a Customer or the State receives a formal written offer from an entity other than the Contractor for service(s) at rate(s) below that of CALNET II for a limited duration, the Contractor will be offered the opportunity to respond with an offer of a Limited Duration IPR with rate reduction(s) for such Service(s).
2. The term of a Limited Duration IPR shall not exceed two years, and in all cases shall not exceed the Term of the Contract.
3. If the Contractor does not provide a proposal within fifteen (15) business days or within such longer time period as determined by DTS/STND and the Customer, or if DTS/STND does not approve the Contractor's proposal, an exemption from use of the Contract for the specified Service(s) may be immediately granted if a) the Customer is a non-exempt State agency, and b) the Service(s) offered by the outside vendor are determined by the State to be essentially comparable to corresponding Service(s). To assess comparability, the State will consider factors such as Service Level Agreements, reliability, administrative fees, tools, reports, billing requirements, service taxes, fees, surcharges, surcredits, and contract terms and conditions, etc. All State Customers (exempt and non-exempt) are required to follow State procurement processes to acquire services outside the Contract.

4.5.3 DTS/STND Oversight

The DTS/STND will:

- Exercise statewide management and oversight of Contract utilization and deployment, including Contractor provisioning, maintenance of products and services, and other related activities as may be required
- Perform a strong Customer advocate role to ensure the Contractor continuously provides responsive service to Customers
- Provide centralized Contract management and oversight to monitor adherence to terms and conditions by the Contractor, and to validate cost effectiveness of the Contract

4.5.4 Contractor Responsibility (M)

Each Contractor will:

- Comply with the requirements defined in the RFP and subsequent awarded Contract(s), including the business support and technical requirements detailed here and in Section 6, Business and Technical Requirements
- Comply with the terms and conditions of their respective Contract(s)
- Ensure that Key Personnel as defined below in Section 4.5.7.1 are in place and resources are available to support Contract Transition, Migration, and Transfer upon award of the Contract

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.5.2.4 Sharing of Key Personnel and Resources (M)

Section 4.5.7.1 requires identification of Key Personnel. Bidders that submit a Proposal to share Key Personnel or resources between corporate entities in support of individual Contract requirements, shall demonstrate how sharing of resources will not negatively impact individual Contract administration, management, and operations. Any plan to share Key Personnel, resources, or functions (e.g., billing, service order, trouble reporting) shall be included in the Contractor Business Plan and requires DTS/STND approval prior to implementation.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.6 Transition/Migration/Transfer Objectives (M)

4.5.6.1 Transition (M)

The State has documented its requirements that existing Customers of the CALNET I Contract will Transition to CALNET II Contract Services for Module 1 – Core Services and Module 2 –Long Distance Services for Voice at no cost to the State or its Customers.

Exempt State Agencies and local government Customers may Transition to CALNET II at their option. In Sections 6.1.14 and 6.2.25, the Bidders are required to submit a Transition-In Plan that establishes a Transition schedule, the specifics of which are predicated on many factors. The State recognizes that Customer business needs, operational requirements, and/or service complexities as well as DTS/STND oversight authority may impact Transition planning and schedules. Refer to Appendix B, Model Contract Language, Section 76.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.6.2 Migration

In a situation where a Customer requests Migration directly from existing CALNET I Contract Services to new services available in CALNET II Module 3 – Internet Protocol Services or Module 4 - Broadband Fixed Wireless Access Services, the Customer will be responsible for any installation charges associated with provisioning of services.

The Bidder is expected, as part of the required Migration planning, to coordinate with the incumbent provider(s) on all actions required to facilitate timely and orderly Migration of services. The DTS/STND will be the approving authority for all Customer requests to Migrate directly from existing CALNET I Contract Services to CALNET II Module 3 or Module 4 Services.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.6.3 Transfer Between Modules

Under the four-Module business concept, the Customer may have a business requirement to Transfer between CALNET II service Modules. There are two situations when this may occur. The first is when the Customer submits a routine business request to Transfer services between Modules. In this situation the Customer will incur installation charges.

The second situation is where the Customer has ordered services, Transferred, Transitioned, or Migrated to a Module service(s) that fails implementation and/or Acceptance Testing requirements. The Customer shall then have the option of Transferring to another Module for services under CALNET II at the expense of the Contractor of the failed service if the failed service cannot be remedied in a timely manner per provisioning and SLA requirements in Section 6.

In the event that DTS/STND determines that replacement of failed service(s) must be acquired outside of the CALNET II Contracts, the Contractor of the failed service shall be responsible for installation costs. Refer to Appendix B, Model Contract Language, Section 34.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.8 Service Technical Evaluation And Demonstration Process (M)

DTS/STND uses this Contract as a means to perform service oversight, Customer advocacy, and fiscal and technical management responsibilities.

In the course of that oversight the State is required to examine key elements of the CALNET II Services to maintain current and long-term goals. This analysis is conducted to determine the reliability of the services and takes into consideration issues such as redundancy, diversity, interoperability, and scalability.

The State maintains a technical lab in the Sacramento, California metropolitan area for evaluation and demonstration of existing or potential Contract Services. Upon the State's request, and at no charge, the Contractor shall install and maintain service interfaces and/or components . These services shall be mutually agreed upon by DTS/STND and Contractor for evaluation and/or demonstration of contracted services.

All services proposed for addition to the Contract through the amendment process shall include a technical evaluation component. This requirement is limited to service amendments that are technical in nature and deemed by DTS/STND to require evaluation by the State. Technical evaluations for proposed services may also be conducted within the amendment evaluation process. Should the State decide that further evaluation or demonstration is necessary, the proposed service will be removed from the amendment process and resubmitted for consideration upon completion of the evaluation and/or demonstration to the satisfaction of the State.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.9.2 Reporting Functions (M)

Reporting functions are defined as detailed accounting of Contract requirements necessary for the State to conduct Contract oversight, monitoring, compliance, and Customer relationships. Some examples of these functions include, but are not limited to:

- Ensuring approved Individual Case Basis Pricing options are documented in a monthly report and are posted on the DTS/STND designated website within mutually agreed upon delivery date.
- Ensuring approved Individual Pricing Reduction rates are posted on the DTS/STND designated website within 10 calendar days of effective date of rates.
- Ensuring Contractor corrects problem associated with inaccurate or incomplete report content submitted to the State.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.9.3 Relationship Management Functions (M)

The State perceives the ideal relationship management environment as one which fosters open communications; honest and meaningful discussions; professional courtesy; respect for others' point of view; and enhances an atmosphere of trust that results in a mutually beneficial business relationship. This environment will help ensure that Customers served by the Contract(s)

receive cost effective and efficient services that in turn enable them to better serve the citizens of California. Some examples that illustrate relationship management for which the State holds the Contractor responsible include, but are not limited to the following:

- Ensuring that Contractor assigns a DCPM throughout the Term of the Contract.
- Ensuring that Contractor provides adequate Contractor staff resources and skill levels to support Contract programs and Customers.
- Ensuring that Contractor responds promptly to DTS/STND Management's verbal requests and/or directions regarding contract issues.
- Ensuring that the Contractor and its subcontractors and/or Affiliates comply with Contract terms and conditions.
- Ensuring that Contractor provides written notice to DTS/STND 60 calendar days prior to effective date of FCC and CPUC mandated and discretionary charges (i.e., service taxes, fees, surcharges and surcredits), which Contractor intends to recover from the Customers. Written notice must also include: (i) The Service(s), location(s), and Customer(s) affected by such service taxes, fees, surcharges and surcredits, (ii) The effective period of such items, (iii) A description of how such items are to be applied, and (iv) A description of how the accuracy of such items may be verified by Customers.
- Ensuring that Contractor promptly responds to State's written requests for Contract related and/or supplemental information.
- Ensuring that Contractor complies with contractual obligation, commitment, spirit, and intent of the four (4) Module concept to establish Contract Business Relationships with the State and Contractors of other service Modules as defined in Section 4.5.5 and Section 5, Exhibit 5-N of the RFP.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Table 4A – Performance Deficiencies And Charges

Performance Obligations	Deficiency	Performance Deficiency Charges
Administrative Functions (Section 4.5.9.1)	Contractor fails to respond in writing within 5 business days to State Program Manager's correspondence and established suspense date.	Up to \$500 per occurrence/ up to \$250 per week thereafter until Contractor's response is received
	Contractor markets Services that are not available on the Contract in a manner that implies to the Customer the Services are or will become contractually available.	Up to \$1,000 per occurrence
	Contractor does not provide written notice to the State of regulatory changes that impact the provisioning of Contract Services and/or the administration of the Contract.	Up to \$1,000 per occurrence
	Contractor staff demonstrates a lack of adequate training on Contract Services and inadequate knowledge of the Contract terms and conditions.	Up to \$500 per occurrence
	Contractor fails to obtain DTS/STND approval prior to implementation of Individual Case Basis Pricing option.	Up to \$500 per occurrence
	Contractor fails to obtain DTS/STND approval for Individual Pricing Reduction prior to implementation of rates.	Up to \$1,000 per occurrence
Reporting Functions (Section 4.5.9.2)	Contractor fails to post approved Individual Case Basis Pricing options monthly report on the DTS/STND designated website within the mutually agreed upon delivery date.	Up to \$250 per occurrence/up to \$250 per week thereafter, until posted
	Contractor fails to post approved Individual Pricing Reduction rates on the DTS/STND designated website within 10 calendar days of effective date of rates.	Up to \$250 per occurrence/up to \$250 per week thereafter, until posted
	Contractor does not correct problem that results in inaccurate or incomplete report content being submitted to the State even after application of appropriate Administrative Service Level Agreement provisions.	Up to \$5,000 per occurrence

Table 4A – Performance Deficiencies And Charges

Performance Obligations	Deficiency	Performance Deficiency Charges
Relationship Management Functions (Section 4.5.9.3)	DCPM successor is not assigned to the Contract 5 business days prior to the departure of incumbent DCPM.	Up to \$500 per day that the Contractor does not have a DCPM (interim or permanent) assigned to the Contract
	Contractor fails to provide adequate number of staff resources and/or staff with appropriate skill levels to support Contract programs and Customers.	Up to \$1,000 per Contractor Business Plan Requirement deficiency
	Contractor fails to respond to repeated (three or more) DTS/STND Management's verbal and/or email requests and/or directions regarding Contract issues.	Up to \$500 per occurrence
	Contractor's subcontractors and/or Affiliates fail to comply with Contract terms and conditions.	Up to \$500 per occurrence
	Contractor fails to provide written notice to DTS/STND 60 calendar days prior to effective date of FCC and CPUC mandated and discretionary charges (i.e., service taxes, fees, surcharges and surcredits), which Contractor intends to recover from the Customers, or written notice does not include: (i) The Service(s), location(s), and Customer(s) affected by such service taxes, fees, surcharges and surcredits, (ii) The effective period of such items, (iii) A description of how such items are to be applied, and (iv) A description of how the accuracy of such items may be verified by Customers.	Up to \$5,000 per occurrence
	Contractor fails to provide a response to State's written request for Contract related and/or supplemental information within 10 Business Days of State's request which either fully answers the request or provides an explanation as to why Contractor is unable or unwilling to respond to State's request.	Up to \$500 per occurrence

Section 6.1

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The Contractor may offer SONET service and features detailed in Table 6.1.3.3.a

Table 6.1.3.3.a SONET Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Ring Local Loop Service (OC3) Tier 1	Dedicated ring local loop at OC3 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC3) Tier 2	Dedicated ring local loop at OC3 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC12) Tier 1	Dedicated ring local loop at OC12 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC12) Tier 2	Dedicated ring local loop at OC12 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC48) Tier 1	Dedicated ring local loop at OC48 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC48) Tier 2	Dedicated ring local loop at OC48 speed		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Ring Local Loop Service (OC192) Tier 1	Dedicated ring local loop at OC192 speed		
Bidder's Description:			
SONET Dedicated Ring Local Loop Service (OC192) Tier 2	Dedicated ring local loop at OC192 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC3) Tier 1	Point-to-point service at OC3 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC3) Tier 2	Point-to-point service at OC3 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC12) Tier 1	Point-to-point service at OC12 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC12) Tier 2	Point-to-point service at OC12 speed		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
SONET Dedicated Point to Point Local Loop Service (OC48) Tier 1	Point-to-point service at OC48 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC48) Tier 2	Point-to-point service at OC48 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC192) Tier 1	Point-to-point service at OC192 speed		
Bidder's Description:			
SONET Dedicated Point to Point Local Loop Service (OC192) Tier 2	Point-to-point service at OC192 speed		
Bidder's Description:			
Central Office Access Ports (OC3) Tier 1	Hands off services at a central office node OC3		
Bidder's Description:			
Central Office Access Ports (OC3) Tier 2	Hands off services at a central office node OC3		
Bidder's Description:			
Central Office Access Ports (OC12) Tier 1	Hands off services at a central office node (OC12)		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Central Office Access Ports (OC12) Tier 2	Hands off services at a central office node (OC12)		
Bidder's Description:			
Central Office Access Ports (OC48) Tier 1	Hands off services at a central office node (OC48)		
Bidder's Description:			
Central Office Access Ports (OC48) Tier 2	Hands off services at a central office node (OC48)		
Bidder's Description:			
Central Office Access Ports (OC192) Tier 1	Hands off services at a central office node (OC192)		
Bidder's Description:			
Central Office Access Ports (OC192) Tier 2	Hands off services at a central office node (OC192)		
Bidder's Description:			
Premise Access Ports (T1) Tier 1	Hands off services at a Customer location node DS1 (1.5Mbps)		
Bidder's Description:			
Premise Access Ports (T1) Tier 2	Hands off services at a Customer location node DS1 (1.5Mbps)		
Bidder's Description:			
Premise Access Ports 45 Mbps (DS3) Tier 1	Hands off services at a Customer location node DS3 (45Mbps)		
Bidder's Description:			
Premise Access Ports 45 Mbps (DS3) Tier 2	Hands off services at a Customer location node DS3 (45Mbps)		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Premise Access Ports (OC3) Tier 1	Hands off services at a Customer location node OC3		
Bidder's Description:			
Premise Access Ports (OC3) Tier 2	Hands off services at a Customer location node OC3		
Bidder's Description:			
Premise Access Ports (OC12) Tier 1	Hands off services at a Customer location node OC12		
Bidder's Description:			
Premise Access Ports (OC12) Tier 2	Hands off services at a Customer location node OC12		
Bidder's Description:			
Premise Access Ports (OC48) Tier 1	Hands off services at a Customer location node OC48		
Bidder's Description:			
Premise Access Ports (OC48) Tier 2	Hands off services at a Customer location node OC48		
Bidder's Description:			

- Hardware Maintenance

The Contractor shall provide Fault Management with trouble ticket administration (open, status tracking, close) for service disruptions and single-point-of-contact support shall be provided for all services covered under Managed Frame Service (MFS) until problem is resolved.

The Contractor shall provide Software support and shall track, test and maintain copies of Software releases. Network will be upgraded to a newer Software release as requested by the Customer or as needed for a bug fix.

The Contractor shall maintain the design and engineering configuration of the MFS portion of the network. MFS configuration management includes moves, adds or changes to a router or Frame Relay Access Device (FRAD) site.

The Contractor shall make MFS reports available and accessible by authorized Customer End-Users on-line via a standard Web-browser-equipped PC or workstation 24 hours a day, seven days a week. Reports shall show historical trends such as loss of data, errors, and over-or-under utilization.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.3.a Service Availability (M)

Services	Service Availability Percentage																		
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Frame Relay*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)*</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory-optional; Tier 2 is desirable</p>	<p>Definition</p> <p>Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p> <p>Measurement Process</p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p>Monthly Network Availability (%) = $1 - \frac{[(\text{total minutes of connection outage per month}) / (\text{days in month} \times 24 \text{ hours} \times 60 \text{ mins})]}{100}$.</p> <p>Objectives</p> <table border="1" data-bbox="683 831 1385 1373"> <thead> <tr> <th data-bbox="683 831 1040 884">Tier 1</th><th data-bbox="1040 831 1385 884">Tier 2</th></tr> </thead> <tbody> <tr> <td data-bbox="683 884 1040 926">Analog>99.2 percent</td><td data-bbox="1040 884 1385 926">Analog>98.7 percent</td></tr> <tr> <td data-bbox="683 926 1040 968">DS0>99.2 percent</td><td data-bbox="1040 926 1385 968">DS0>98.7 percent</td></tr> <tr> <td data-bbox="683 968 1040 1010">DS1>99.5 percent</td><td data-bbox="1040 968 1385 1010">DS1>99.0 percent</td></tr> <tr> <td data-bbox="683 1010 1040 1052">DS3>99.8 percent</td><td data-bbox="1040 1010 1385 1052">DS3>99.3 percent</td></tr> <tr> <td data-bbox="683 1052 1040 1094">OCX>99.8 percent</td><td data-bbox="1040 1052 1385 1094">OCX>99.3 percent</td></tr> <tr> <td data-bbox="683 1094 1040 1136">DSL>99.2 percent</td><td data-bbox="1040 1094 1385 1136">DSL>98.7 percent</td></tr> <tr> <td data-bbox="683 1136 1040 1178">Gig Ethernet/MAN>99.7 percent</td><td data-bbox="1040 1136 1385 1178">Gig Ethernet/MAN>99.2 percent</td></tr> <tr> <td data-bbox="683 1178 1040 1220">PRI ISDN > 99.5 percent</td><td data-bbox="1040 1178 1385 1220">PRI ISDN > 99.0 percent</td></tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process</p>	Tier 1	Tier 2	Analog>99.2 percent	Analog>98.7 percent	DS0>99.2 percent	DS0>98.7 percent	DS1>99.5 percent	DS1>99.0 percent	DS3>99.8 percent	DS3>99.3 percent	OCX>99.8 percent	OCX>99.3 percent	DSL>99.2 percent	DSL>98.7 percent	Gig Ethernet/MAN>99.7 percent	Gig Ethernet/MAN>99.2 percent	PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent
Tier 1	Tier 2																		
Analog>99.2 percent	Analog>98.7 percent																		
DS0>99.2 percent	DS0>98.7 percent																		
DS1>99.5 percent	DS1>99.0 percent																		
DS3>99.8 percent	DS3>99.3 percent																		
OCX>99.8 percent	OCX>99.3 percent																		
DSL>99.2 percent	DSL>98.7 percent																		
Gig Ethernet/MAN>99.7 percent	Gig Ethernet/MAN>99.2 percent																		
PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent																		

Services	Service Availability Percentage
	<p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>First month to fail to meet the SLA objective shall result in a 15% rebate of the TMRC.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25% rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.3.b Service Availability (M)

Services	Service Availability
<p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>Agency Hosted Digital Subscriber Line (DSL)*</p> <p>DSL Virtual Private Network (VPN)*</p>	<p>Definition</p> <p>Service Availability will be determined on a percentage basis of met appointments versus missed appointments.</p> <p>Measurement Process</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service appointments met in the measurement period divided by the sum of all individual appointments made in that measurement period equals the monthly average.</p> <p>Objectives</p> <p>Monthly Average Percent by Service Type :</p> <p>Greater than 90 percent</p> <p>Immediate Rights and Remedies</p> <p>DTS/STND Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>First month to fail to meet the SLA objective shall result in a 15% rebate of the TMRC and 15% of the AMUC (if applicable) for all missed appointments.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25% rebate of TMRC and 25% of the AMUC (if applicable) for all missed appointments..</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC and 50% of the AMUC (if applicable) for all missed appointments.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.5 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>Audio Conferencing</p> <p>SONET</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A total failure of a service type in a central office.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="685 1184 1393 1325"> <tr> <th data-bbox="685 1184 1045 1241">Tier 1</th><th data-bbox="1045 1184 1393 1241">Tier 2</th></tr> <tr> <td data-bbox="685 1241 1045 1325">Less than 30 minutes</td><td data-bbox="1045 1241 1393 1325">Less than 1 hour</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 10 percent of the AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 30 minutes	Less than 1 hour
Tier 1	Tier 2				
Less than 30 minutes	Less than 1 hour				

6.1.11.2.9 Excessive Outage (M)

Services	Excessive Outage				
Analog* Asynchronous Transfer Mode (ATM)* Business Access Line Carrier* Central Office Exchange Basic Services Central Office Trunk Service Frame Relay* ISDN Primary Rate Interface (PRI)* Intra-LATA Calling Gigabit Ethernet Metropolitan Area Network (MAN)* SONET* Audio Conferencing Switched 56* Voice Mail Locally Based ACD Interactive Voice Response (IVR) Specialized Call Routing Computer Telephone Integration “*” = Tier 1 is mandatory; Tier 2 is desirable	<p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a circuit or service, for more than twelve (Tier 1) or twenty-four hours (Tier 2).</p> <p>Measurement Process</p> <p>The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <table border="1" data-bbox="685 961 1393 1104"> <tr> <th data-bbox="685 961 1045 1024">Tier 1</th><th data-bbox="1045 961 1393 1024">Tier 2</th></tr> <tr> <td data-bbox="685 1024 1045 1104">Less than 12 hours</td><td data-bbox="1045 1024 1393 1104">Less than 24 hours</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>Tier 1:</p> <p>100 percent of the TMRC per occurrence for each circuit or service out of service greater than 12 hours.</p> <p>Tier 2:</p> <p>100 percent of the TMRC per occurrence for each circuit or service out of service greater than 24 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 12 hours	Less than 24 hours
Tier 1	Tier 2				
Less than 12 hours	Less than 24 hours				

6.1.11.2.15 Time To Repair (TTR) – Network Dialing Services (NDS) (M)

Services	Time To Repair (TTR) – Network Dialing Services (NDS)
Intra-LATA Calling	<p>Definition</p> <p>A TTR-NDS shall be defined as a trouble ticket opened with the Contractor's helpdesk when the Customer is unable to place local toll calls.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24.</p> <p>Objectives</p> <p>Less than 5 hours-1 to 25 End-Users Less than 4 hours-26 to 50 End-Users Less than 2 hours-51 or greater</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the Average Monthly Usage Cost End-User Escalation Process DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____

page _____

paragraph _____

6.1.11.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability Percentage	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	Applies to services that include or totally consist of usage based cost. The AMUC shall be the previous month's usage cost per circuit, phone number or service.
Catastrophic Outage 1 CAT 1	The total loss of either the service or circuits, 25 or greater at the same address location, or any single OCX.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Premise Based ACD, Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a circuit or service, for more than twelve (Tier 2) or twenty-four hours (Tier 1).
Major Fault	Defined as trouble tickets opened with the Contractor's helpdesk: On five (5) or more physical circuit (DS-1 or higher speed) at the same address location. Or The loss of 2 or more service types to a single End-User at the same address location.

6.1.12.2.1 DTS/ONS Fiscal Inventory Report of All Services (M)

The DTS/ONS Fiscal Inventory Report of All Services identifying all products and services shall include, at a minimum, the following information:

- Date of inventory
- Agency ID
- Customer name
- Customer address
- Service address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Service period
- Service type
- Service/Feature type
- Unique service/feature identification code
- Quantity of new installations
- Current quantities
- Usage charge
- Quantity of service terminations
- Circuit ID(s)
- Calls
- Contract rate
- Administrative fee rate
- Customer rate (Contract rate with administrative fee)
- Administrative fee totals
- Total charges identified by Agency and also by State/local designation
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.1.12.2.2 DTS/ONS Detail of Services Billed Report by Service (M)

The DTS/ONS Detail of Services Billed Report By Service shall provide, at a minimum, the following information: (List each service type separately).

- Report period
- Service period
- Service type
- Service feature type
- Contract Rate
- Administrative fee rate
- Customer rate
- Unique service/feature identification code
- Quantities
- Quantity of new installations
- Quantity of new terminations
- Total calls
- Total minutes
- Total recurring charges
- Non-recurring charges
- Total usage charges
- Itemized taxes and surcharges by service
- Total credits and adjustments
- Total Administrative Fees

- Total monthly charges (including Administrative Fee)
- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.12.2.3 DTS/ONS Detail of Services Billed Report by Agency (M)

The DTS/ONS Detail of Services Billed By Agency Report shall provide, at a minimum, the following information: (List each service type separately).

- Report period
- Agency ID
- Customer name
- Customer Address
- Service address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Bill payer number
- Billing telephone number
- Service period
- Service type
- Service/feature type
- Contract Rate
- Administrative Fee rate

6.1.12.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID
- Customer name
- Customer address
- Bill payer number (consolidated invoice)
- Billing telephone number (individual invoice)
- Contractor Customer service order numbers
- Date of service order
- STD. 20 number or Purchase Order Number
- Description of service ordered
- Contract rate
- Administrative Fee rate
- Customer rate (Contract rate with Administrative Fee)
- Unique service/feature identification code
- Service Address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Circuit number(s) or Telephone number(s)
- Install date
- Completion date if different than install date
- Vendor name if different than the Contractor (e.g., meet-point, resale)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

6.1.12.2.7 Service Location Report (M)

The Service Location Report shall provide, at a minimum, the following information:

- Report period
- Agency ID
- Agency name
- Service type
- Service identifier code
- Transport type (e.g., DS0, DS1)
- Service Address (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Circuit/phone number quantity (per location)
- Agency billing number (Desirable)
- Features associated to each service ordered (Desirable)
- Permanent Virtual Circuit or Virtual path quantities (when applicable) (per location)
- Committed Information Rate (per location)
- Total Minutes (when applicable)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.13.8.1 SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, circuit number/service ID/phone number, path name, product type, transport type (e.g., DS0, DS1), Agency ID number, Agency name, Service address of reported trouble (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code), ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, percentage of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.1.13.8.2 SLA Provisioning Report Requirements (M)

The SLA Provisioning Report shall be based on installation intervals and provided to DTS/ONS within 60 calendar days of the order completion date. Voice and data services shall be reported separately. SLA Provisioning reports shall include orders generated manually by a STD 20 or orders entered into an automated system.

SLA Provisioning reports shall include the following information: reporting period, Contractor's service order number, Customer's STD 20 or Purchase Order Number, type of order (new service, adds, moves and changes) circuit number/service ID/phone number, path name, product type, transport type (e.g., DS0, DS1), Agency ID number, Agency name, order date/time, due date/time, install date/time, stop clock conditions applied, percentage of Customer rebate.

The Contractor shall calculate and include the monthly SLA provisioning percentage in the monthly report.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.2

The Contractor shall offer the 900 services detailed in Table 6.2.5.a.

Table 6.2.5.a 900 Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Transmission Only	Carries the 900 traffic to Customer's termination point		
Bidder's Description:			
Transmission, Billing & Collection	Transmission, billing, and collection for the 900 service		
Bidder's Description:			
Variable Length Preamble (0-30 seconds)	A legally mandated introductory message that describes the 900 service and the cost of the call; shall be provided by the Contractor with a minimum message length of 18 seconds.		
Bidder's Description:			
Variable Length Preamble (greater than 30 seconds)	A legally mandated introductory message that describes the 900 service and the cost of the call; shall be provided by the Contractor with a minimum message length of 18 seconds.		
Bidder's Description:			

The Contractor may offer the 900 services detailed in Table 6. 2.5.b.

Table 6.2.5.b 900 Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.6 NETWORK BASED CALL CENTER SERVICES (M-O)

6.2.6.1 Network Based Automatic Call Distributor (ACD) (M-O)

The Contractor shall provide Call Center Service functionality at the network level that provides equitable call distribution and queuing functions for call

Section 6.3

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6.3.2.3.6 Packet Encapsulation (M)

The Contractor shall provide Packet Encapsulation for scalability and flexibility

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.7 Signaling Support (M)

The Contractor shall provide Signaling Support that will provide Full Tone Detection and generation capabilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.6 Packet Encapsulation (M-O)

The Contractor shall provide packet encapsulation for scalability and flexibility.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.7 Signaling Support (M-O)

The Contractor shall provide signaling support that will provide full Tone Detection and generation capabilities.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 7-A

Cost Table 6.1.3.3, SONET Service														
6.1.3.3.a, SONET Service (D)														
A	B	C	D	E	F	G	H	I	J	K	L	M	N	
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs	
1	SONET Dedicated Ring Local Loop Service (OC3) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
2	SONET Dedicated Ring Local Loop Service (OC3) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
3	SONET Dedicated Ring Local Loop Service (OC12) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
4	SONET Dedicated Ring Local Loop Service (OC12) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
5	SONET Dedicated Ring Local Loop Service (OC48) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
6	SONET Dedicated Ring Local Loop Service (OC48) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
7	SONET Dedicated Ring Local Loop Service (OC192) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
8	SONET Dedicated Ring Local Loop Service (OC192) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
9	SONET Dedicated Point to Point Local Loop Service (OC3) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
10	SONET Dedicated Point to Point Local Loop Service (OC3) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
11	SONET Dedicated Point to Point Local Loop Service (OC12) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
12	SONET Dedicated Point to Point Local Loop Service (OC12) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
13	SONET Dedicated Point to Point Local Loop Service (OC48) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
14	SONET Dedicated Point to Point Local Loop Service (OC48) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
15	SONET Dedicated Point to Point Local Loop Service (OC192) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
16	SONET Dedicated Point to Point Local Loop Service (OC192) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A	
17	Central Office Access Ports (OC3) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A	
18	Central Office Access Ports (OC3) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A	
19	Central Office Access Ports (OC12) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A	
20	Central Office Access Ports (OC12) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A	

A	B	C	D	E	F	G	H	I	J	K	L	M	N		
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs		
21	Central Office Access Ports (OC48) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
22	Central Office Access Ports (OC48) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
23	Central Office Access Ports (OC192) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
24	Central Office Access Ports (OC192) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
25	Premise Access Ports (T1) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
26	Premise Access Ports (T1) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
27	Premise Access Ports 45 Mbps (DS3) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
28	Premise Access Ports (DS3) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
29	Premise Access Ports (OC1) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
30	Premise Access Ports (OC1) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
31	Premise Access Ports (OC3) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
32	Premise Access Ports (OC3) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
33	Premise Access Ports (OC12) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
34	Premise Access Ports (OC12) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
35	Premise Access Ports (OC48) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
36	Premise Access Ports (OC48) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A		
37	Mileage Dedicated Ring Service OC3 per mile over 10 miles Tier 1		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A		
38	Mileage Dedicated Ring Service OC3 Tier 2		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A		
39	Mileage Dedicated Ring Service OC12 per mile over 10 miles Tier 1		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A		
40	Mileage Dedicated Ring Service OC12 Tier 2		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A		
41	Mileage Dedicated Ring Service OC48 per mile over 10 miles Tier 1		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A		
42	Mileage Dedicated Ring Service OC48 Tier 2		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A		
43	Mileage Dedicated Ring Service OC192 per mile over 10 miles Tier 1		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A		
44	Mileage Dedicated Ring Service OC192 Tier 2		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A		
45				N/A	N/A			N/A	N/A			\$ -	N/A		
46				N/A	N/A			N/A	N/A			\$ -	N/A		
47				N/A	N/A			N/A	N/A			\$ -	N/A		
48				N/A	N/A			N/A	N/A			\$ -	N/A		
49				N/A	N/A			N/A	N/A			\$ -	N/A		

A	B	C	D	E	F	G	H	I	J	K	L	M	N		
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs		
50				N/A	N/A			N/A	N/A			\$ -	N/A		
51	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -		
52	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -		

	A	B	C	D	E
1		Exhibit 7-A Summary Cost Table for Module 1 - Core Services			
2					
3		This Summary Cost Table is used for cost evaluation purposes only, per RFP Sections 7 and 9. The "Model			
4		Annual Total Extended Costs" and their sum total shall not be manually entered by the Bidder. These costs are			
5		entered automatically from the "Model Annual Totals" calculated on each listed M-O cost table.			
6					
7			Model Annual Total Extended Costs		
8					
9		Cost Table			
10		6.1.2.4.a, Business Access Lines and Features	\$ -		
11		6.1.2.5.a, Central Office Exchange - Basic Services and Features	\$ -		
12		6.1.2.6.a, Central Office Trunk Service and Features	\$ -		
13		6.1.2.7.a, Intra-LATA Calling Services	\$ -		
14		6.1.2.9.a, Locally Based Automatic Call Distribution (ACD) Features	\$ -		
15		6.1.2.9.1.a, ACD Basic Agent Package	\$ -		
16		6.1.2.9.2.a, ACD Basic Supervisor's Package	\$ -		
17		6.1.2.9.3.a, ACD System Administrator's Package	\$ -		
18		6.1.2.9.4.a, ACD MIS Tracking for Each Call Center	\$ -		
19		6.1.2.9.6.a, Additional Call Center Maintenance	\$ -		
20		6.1.2.10.a, Interactive Voice Response (IVR) Services and Features	\$ -		
21		6.1.2.11.a, Specialized Call Routing	\$ -		
22		6.1.2.12.a, Computer Telephone Integration	\$ -		
23		6.1.2.13.a, Voice Mail Services and Features	\$ -		
24		6.1.2.14.a, Operator Services	\$ -		
25		6.1.3.2.1.a, Data Transmission Service - Analog Service and Features	\$ -		
26		6.1.3.2.2.a, Data Transmission Service - Carrier DS0 Service and Features	\$ -		
27		6.1.3.2.3.a, Data Transmission Service - Carrier DS1 Service and Features	\$ -		
28		6.1.3.2.4.a, Data Transmission Service - Carrier DS3 Service and Features	\$ -		
29		6.1.3.4.a, ISDN BRI Service and Features	\$ -		
30		6.1.3.5.a, ISDN Primary Rate Interface (PRI) Features	\$ -		
31		6.1.3.7.1.a, Frame Relay Features	\$ -		
32		6.1.3.7.2.a, ATM Features	\$ -		
33		6.1.3.7.4.a, Managed Frame Relay Features	\$ -		
34		6.1.3.10.a, Audio Conferencing Features	\$ -		
35		6.1.5.1.1, Extended Demarcation Wiring Services	\$ -		
36		6.1.5.5, Services Related Hourly Support	\$ -		
37		6.1.6.2, Exclusive Voice Sets and Voice/Data Equipment	\$ -		
38		6.1.6.3, Exclusive Managed Frame CPE	\$ -		
39		Total Evaluated Annual Cost	\$ -		
40		Total Evaluated Five Year Cost	\$ -		
41		Total Evaluated Cost with One-Year Extension	\$ -		
42		Total Evaluated Cost with Two-Year Extension	\$ -		
43					
44					

Section 7-B

Cost Table 6.2.5, 900 Services

6.2.5.a, 900 Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Transmission only		N/A	N/A	N/A		minute	73,207	\$ -	N/A	N/A	N/A	\$ -
2	Transmission, Billing & Collection		N/A	N/A	N/A		minute	64,000	\$ -	N/A	N/A	N/A	\$ -
	Variable Length Preamble (0-30 Seconds)		N/A	N/A	N/A		call	5,000	\$	N/A	N/A	N/A	
3	Variable Length Preamble (Greater than 30 Seconds)		N/A	N/A	N/A		call	5,000	\$ -	N/A	N/A	N/A	\$ -
4	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
5	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.2.5.b, 900 Services (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
9	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Section 7-C

Cost Table 6.3.4.1 Converged Services, Customer Provided Equipment (CPE) IP Phone Hardware Features

Table 6.3.4.1.a, Converged Services, Customer Provided Equipment (CPE) Basic IP Phone Hardware Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Product Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Basic Single Line IP Telephone Set			900	\$ -	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$ -
2	Multi Line IP Telephone Set			250	\$ -	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$ -
3	Multi Line IP Telephone Set w/ LCD Display			250	\$ -	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$ -
4	Model Monthly Totals				\$ -				\$ -			\$ -	\$ -
5	Model Annual Totals				\$ -				\$ -			\$ -	\$ -

Table 6.3.4.1.b, Converged Services, Customer Provided Equipment (CPE) IP Phone Hardware Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Product Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16				N/A	N/A			N/A	N/A		N/A	N/A	N/A
17	Model Monthly Totals				\$ -				\$ -			\$ -	\$ -
18	Model Annual Totals				\$ -				\$ -			\$ -	\$ -

Cost Table 6.3.4.3 Converged Services, IP Telephony Business Line Service Features

Cost Table 6.3.4.3.a, Converged Services, IP Telephony Business Line Service Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Converged Services, IP Telephony Business Line Service			1,300	\$ -		Monthly	80,000	\$ -		2500	\$ -	\$ -
2	Off-Net Toll		N/A	N/A	N/A		Minute	33,000,000	\$ -	N/A	N/A	N/A	\$ -
3	Off-Net Toll Free		N/A	N/A	N/A		Minute	5,000,000	\$ -	N/A	N/A	N/A	\$ -
4	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
5	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Cost Table 6.3.4.3.b, Converged Services, IP Telephony Business Line Service Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16				N/A	N/A			N/A	N/A		N/A	N/A	N/A
17	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
18	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Cost Table 6.3.4.5 Converged Services, IP Telephony Voice Mail Services and Features

Table 6.3.4.5.a, Converged Services, IP Telephony Voice Mail Services and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Converged Services, IP Telphony Voice Mail			1,300	\$ -		Monthly	80,000	\$ -		650	\$ -	\$ -
2	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
3	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Table 6.3.4.5.b, Converged Services, IP Telephony Voice Mail Services and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
4				N/A	N/A			N/A	N/A		N/A	N/A	N/A
5				N/A	N/A			N/A	N/A		N/A	N/A	N/A
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
16	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -